

## CITY OF COLLEGE STATION JOB DESCRIPTION

**TITLE:** Communications Operator

**DATE:** 04/04

**REPORTS TO:** Communications Supervisor

**DEPT:** Police

### **JOB SUMMARY**

Receive, process and document all calls for service for police, fire and medical assistance from the public and relay the information to the appropriate source for assistance. May be assigned to perform Public Safety Officer duties.

### **PRINCIPLE JOB DUTIES**

1. Answer emergency and non-emergency telephone lines obtaining information to process all calls for service and relay the information to the appropriate agency or field unit. Provide pre-arrival instructions in response to medical calls.
2. Make independent determination of appropriate actions to be taken concerning incoming calls and direct the appropriate responding units to ensure efficient and timely responses.
3. Monitor multiple radios, audio, visual and other equipment (i.e., alarm panel, security monitors, fire alarms, building security).
4. Log radio transactions into the computer aided dispatch (CAD) system or appropriate computer to identify current status and location of personnel and equipment. Complete and maintain daily significant activity log.
5. Make telephone contacts, wrecker notifications, warrant confirmations and call out contacts for field personnel.
6. Maintain rotation/request wrecker log, private vehicle tow log and vehicle repossession log.
7. Perform inquiries, entries, modifications and deletions into the Texas and National telecommunications networks.
8. Transfer callers to appropriate extension, refer callers to the appropriate agency and record messages for department employees.
9. Maintain and update emergency contact file for residences and businesses.
10. Assist in the training of new personnel.
11. Perform related duties as assigned.

### **JOB QUALIFICATIONS**

Required: High school diploma or GED equivalent.  
Ability to type 35 words per minute.  
Excellent oral and written communication skills.  
Ability to multi-task.  
Available to work shift work, weekends and holidays.  
Must not currently be or have been within the last ten (10) years on court-ordered community supervision or probation for any criminal offense of the grade of a Class B misdemeanor or above.  
May not have been convicted of an offense of the grade of a Class B misdemeanor or above within the last ten (10) years.  
May not have been, at any time, convicted of a felony offense or any family violence offense.

# **COLLEGE STATION POLICE DEPARTMENT COMMUNICATIONS OPERATOR SELECTION PROCESS FLOW CHART**

**Candidate Applies Before Application Filing Deadline**



**Written Examination Administered**



**Typing Test Administered**



**Records Check**



**Multi-Tasking Test Administered**



**Oral Interview**



**Fingerprinting Check**



**Background Investigation**



**Interview with Chief of Police**



**Medical Examination\***



**Drug Screen\***



**Candidate  
Selected**

**OR**

**Application Held  
For Future Consideration**

- Candidates must be successful in each phase of the selection process.
  - Candidates may be eliminated/disqualified at any point in the process for failure to meet the criteria set forth by the Police Department.
  - Process from application deadline typically takes 30 to 90 days.
  - Those successfully completing the selection process will be placed on an eligibility list for 6 months. After 6 months the applicant must reapply.
- \* A conditional offer of employment will have been made before the drug screen and medical exam are administered.